



*Prevention & Medical Care  
To Help You Live Better, Longer.*

## **PFAC ANNUAL REPORT**

*February 2023*

In 2021, Valley Medical Group made the decision to develop a Patient and Family Advisory Council so that patients and families could have an active role in advising VMG on how to improve quality, efficiency, and the experience of care. Planning for the Council began in the summer of 2021 and the first council meeting was held January of 2022.

### *PFAC Membership*

Patients and families were invited to join the PFAC beginning in September 2021. One hundred and seven applications were received during the fall of 2021. All applicants were contacted by email which was followed with a phone interview to discuss their interest in the council, answer questions and determine availability for this opportunity. Seventeen members were selected to join the Council ensuring representation from all four health centers. Efforts were made to select a diverse group of members.

### *PFAC Meetings 2022*

The council met six times in 2022 on Monday evenings. Meetings were held by zoom due to the COVID-19 pandemic.

### *PFAC Areas of Discussion 2022*

The council discussed a variety of topics during the six meetings held in 2022. Topics included:

- Healthcare finance
- Telehealth visits
- Medical transportation challenges and efforts by a member of the council to address barriers
- Social determinants of health
- Communication with patients and families
- Patient newsletter (ideas for topics shared)
- Scheduling appointments including rescheduling/cancelling, online availability
- Use of technology, digital check-in
- Flags at health centers
- Outreach to patients
- PFAC visibility to the larger patient population and community
- Patient experience data and other information from patients
- Safety during the pandemic in health centers
- Transitions/changes in services

***Summary Paragraph and Goals for 2023***

Valley Medical Group began its first Patient and Family Advisory Council in 2022. This was a foundational year for the council, and it will be important to determine areas of focus for the council to tap their expertise and interests to support ongoing improvement of care and services at VMG.

Council members have shared a strong interest in hearing more from Valley Medical Group through a variety of communication methods including newsletters, communication boards, and the patient portal. A goal in 2023 will be to determine how VMG is able to advance its communication methods with patients.

The council members have shared their interest in promoting the council and sharing more broadly with VMG patients and the community the existence and role of the Council.

Respectfully,

Paul D. Carlan, MD  
President and Chief Executive Officer

Gina Campbell MSN RN  
Vice President Clinical Operations